GOVERNMENT OF INDIA
PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS
LOK SABHA

UNSTARRED QUESTION NO:3065
ANSWERED ON:16.03.2016
Citizens Right to Services and Grievances Redressal Bill
Azad Shri Kirti (JHA)

Will the Minister of PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS be pleased to state:

(a) whether the Government proposes to introduce the Citizens Right to Services and Grievances Redressal Bill and if so, the details thereof;

(b) whether the Government proposes to introduce the Right to Service Act;

(c) if so, the present status of the said Bill;

(d) whether the ambit of the said Bill include all goods and services and if so, whether the Bill envisages for the Government officials to address citizens complaints within a specific time; and

(e) if so, whether the Bill would also address graft and lack of delivery on entitled goods and services of the grass-root level and if so, the details thereof?

Answer

Minister of State in the Ministry of Personnel, Public Grievances and Pensions and Minister of State in the Prime Minister's Office. (DR. JITENDRA SINGH)
(a) to (e): The Government is committed to ensuring efficient and timely delivery of public services, including timely and effective redressal of grievances of citizens related to non-delivery of entitled goods and services by the Government. For this purpose, a scheme known as Delivery of Services and Grievances Redressal Scheme − 2015 has been prepared. The ambit of the Scheme inter-alia includes goods and services being offered by the public authorities of the Government of India (with some exceptions). The Scheme also has provisions for administrative action with respect to delays, etc. in provision of designated services in specified timeframe.

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